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PATENT
ATTY. DOCKET NO.: P65973US0

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the Application of:

Cathal McGLOIN, et al.

Serial No.: 09/672,829

Filed: September 29, 2000

For: PERFORMANCE MANAGEMENT SYSTEM

Group Art Unit: 2144

Examiner: M. Kapadia

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JUL 14 2004
GROUP 3000

**SUPPLEMENTAL SUBMISSION OF
DECLARATION UNDER 37 C.F.R. 1.132**

Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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Sir:

A Request for Continued Examination, requesting entry of the Amendment filed on March 25, 2004, was filed in the above-captioned application on May 5, 2004. In supplement thereto, Applicants hereby submit the Declaration of Cathal McGloin as evidence of the non-obviousness of the present invention with respect to the prior art cited against the pending claims.

Favorable consideration and allowance of the application is requested.

Respectfully submitted,

JACOBSON HOLMAN PLLC

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By

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Date: June 25, 2004
JCH:SCB



PERSONNEL PROFILE

Cathal McGloin

19 Bird Hill Road
Lexington, MA 02421

Born on 29.04.1964

Contact:

781.861.7840 Home
781.238.3500 Work

Languages:

French
German

RESUME OF CAREER AND EDUCATIONAL DEVELOPMENT

1998-date	CEO Performix Technologies
1996-1998	VP Customer Care & CRM Cap Gemini UK
1995-96	Manager, Consulting & Projects Cap Gemini Ireland
1992-95	Corporate Management Consultant Industrial Group, Siemens AG, Germany
1991-92	M.B.A. Masters of Business Administration Graduate School of Business, U.C.D.
1989-91	Project Manager / Commissioning Engineer Industry and Automation Group, Siemens AG
1982-86	B.E. Bachelor of Engineering University College Dublin

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CAREER HIGHLIGHTS

Cathal has 18 years experience working for international technology companies in various roles including technical, project management, management consultancy and business development. Key highlights of his career include:

- ♦ developing one of the core service offers in call centres and customer care for Cap Gemini UK with sales of \$100mm after 13 months operation
- ♦ positioning Cap Gemini globally as a significant player both in the eyes of the customers, market watchers, press and the competition
- ♦ setting up a consulting and projects business in Cap Gemini Ireland
- ♦ operating as a strategic management consultant for an \$5billion division of Siemens, reporting to the board of Directors
- ♦ Coming first in his MBA class and winning the Sir Charles Harvey/IMI award
- ♦ working on a wide variety of projects in Europe, U.S. S.E. Asia and Eastern Europe often under severe conditions and always to tight deadlines
- ♦ 17 years IT industry experience
- ♦ Excellent communication, presentation and negotiation skills